



Candidate Recruitment Pack



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1. A note from our CEO



Dear Applicant,

Thank you for your interest in First Love Foundation.

At First Love Foundation we dare to do things differently. We take a person-centred approach to tackling poverty.

We dream big and believe a different tomorrow IS possible. That's why we intentionally closed the doors of our foodbank project last May.

We no longer wish to be a sticking plaster on poverty; we want to disrupt and initiate system change while working in the front line with the people who need our help most.

Shifting the dial on poverty through system change is a personal passion of mine. The right Executive PA with the right kind of skills is what I need to help make this happen.

So if you want work for a charity with a big vision to see a Britain without Poverty, come join us!

Denise Bentley,
Co-Founder & Chief Executive

2. About First Love Foundation

First Love Foundation is a charity dedicated to tackling poverty differently. Founded 12 years ago, we pioneered the introduction of holistic, trauma-informed, specialist wraparound support and expert welfare rights advice for people experiencing extreme forms of crisis, poverty and social injustice.

Our Vision is for a Britain without Poverty, where people are enabled and empowered to live sustainable and independent lives.

"When the All-Party Parliamentary Group (APPG) on hunger collected evidence three years ago on what could be done to counter hunger in this country, First Love Foundation presented us with a **stunning example of good practice.**"

Rt. Hon Frank Field MP,
Chair of the APPG Hunger & Poverty (2017)

3. Our team



Denise Bentley

Co-Founder and Chief Executive



Aerold Bentley

Co-Founder and Trustee



Anike Olaitan-Omole

Enabling Lives Development Programme
Manager



Melanie Rochford

Head of External Relations & Development



Yasmin Boaitey

Marketing and Communications Manager



Adam Papaphilippopoulos

Compliance and Governance Manager



Richard Chandler

Finance Manager



Emilia Lyczba

Advice Worker



Hanne Arthun

Operations Executive



Aimee Muir

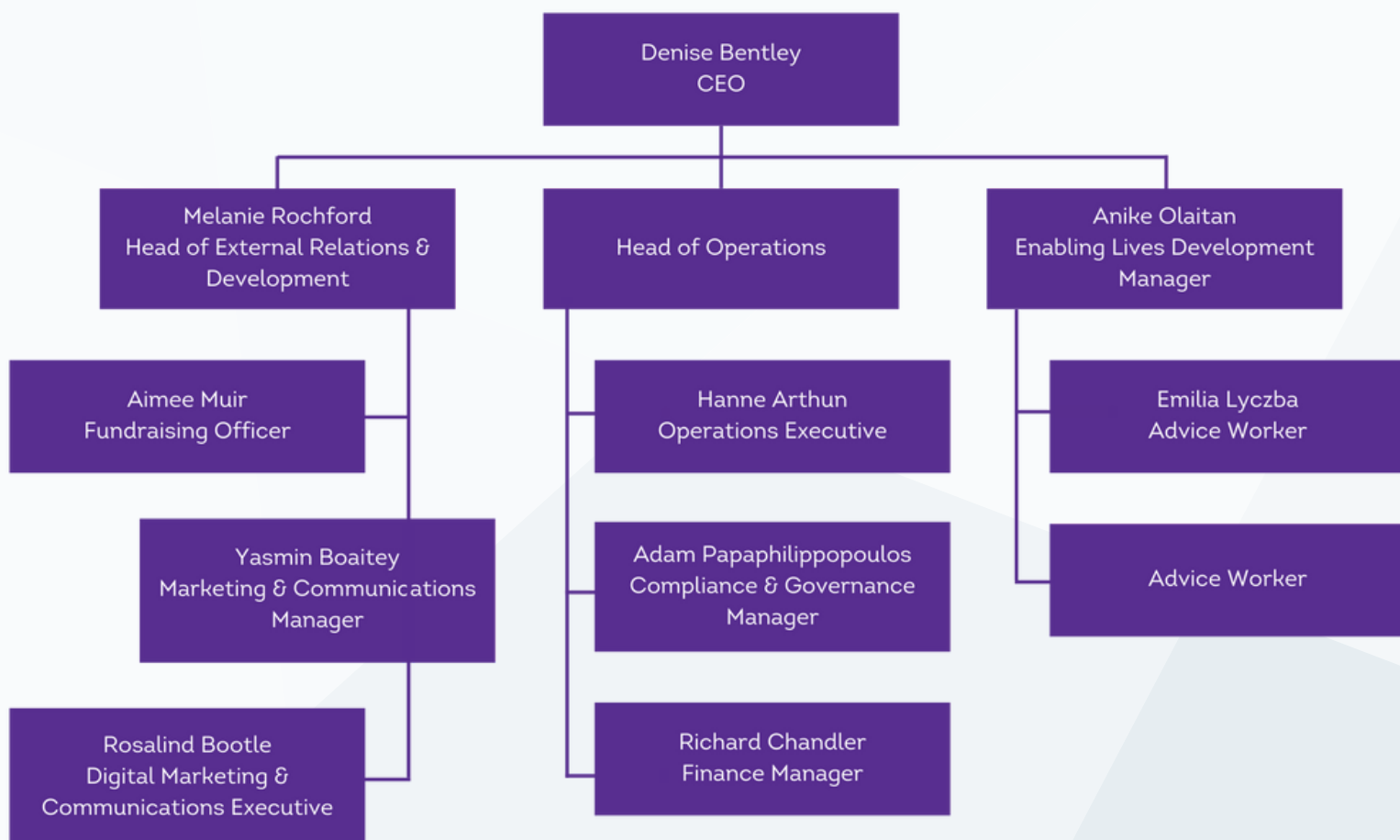
Fundraising Officer



Rosalind Bootle

Digital Marketing and Communications
Executive

4. Organisational structure



5. Job description

Job title
Salary
Contract
Location

Executive PA to the Chief Executive
£32,000-£36,000 p.a. pro rata
Full-time, (although 4 days p.w. would be considered)
East London

About the role

This is the ideal role for someone who is passionate about social justice, experienced in providing excellent executive and administrative support and is skilled in project/event management. To be successful in this role, you will have expert administrative skills, communication skills, strategic planning skills and the ability to provide the CEO with expert support. You will also have great time-management skills, possess the ability to pay close attention to details, organisational skills and relationship-management skills.

Key responsibilities

Administrative Support:

- Manage day to day administration, provide executive support and stakeholder interaction on behalf of the Chief Executive, ensuring the efficiency of the Chief Executive's (virtual and physical) office is maintained and effective systems are implemented.
- Organise and maintain the Chief Executive's diary on a day-to-day basis, as well as forward planning
- Proactively provide a triage operation for the Chief Executive, including all correspondence, telephone calls, enquiries and requests, signposting for action or responding directly and progressing as appropriate
- Manage incoming requests i.e., meetings, for information, work with the External Relations team to leverage media and speaking opportunities
- Provide specific administrative support; updating People and Performance records and any other HR administration as and when advised.

- Sensitively and confidentially handle HR related administration and coordination including 1-2-1 meetings, sickness reporting and annual leave records.
- Accurately maintain record of contacts on our CRM database
- Book travel as needed and process expenses

Support for Senior Management Team & its Strategic Planning

- Effectively manage upwards and take responsibility for proactively planning activities and actions around the priorities of the Chief Executive and the Senior Management Team – taking initiative and advising of any issues or challenges to planned activities.
- Own, organise and minute meetings of the Senior Management Team
- Ensure smooth running of Executive & SMT, team meetings and away days including booking rooms/venues, plan agendas, liaising with contributors and attendees, collating papers, producing minutes, capturing, and circulating actions.
- Ensure all corporate deadlines are met, ensuring time is protected for Chief Executive to develop, consider, approve, and present all necessary papers and submissions to time
- Gather Key Performance Indicators (KPIs) and other performance monitoring data, ensuring the SMT submit their departmental reports on time
- Support Executive & SMT in annual business and budget planning
- Ensure effective cross-team collaboration by acting as central point of contact for triage.
- Other duties as requested by the Chief Executive

Relationship Management

- Act as a representative of the Chief Executive in interactions with internal and external audiences.
- Be in communication with Chair of the Board of Trustees / Senior Management Team / Fellow Colleagues / Key Stakeholders / Media / Central & Local Government
- Build effective relationships with supporters, partners
- Work closely with the External Relations Team to support the Chief Executive to prepare and carry out their individual work for First Love Foundation
- This includes the gathering of information in preparation for briefings, meetings, and presentations.

Content and Information gathering

- Support the Chief Executive with production of presentations and reports for internal and external meetings and events, managing all contributors to ensure timely input.
- Collaborating with the External Relations team, gather content for the preparation of a daily briefing pack with useful information regarding media, policy & sector announcements

Project/Event Management

- Organising the Chief Executive's own events – arranging venues, managing attendance, arranging agendas etc. securing and liaising with all external parties as identified by the Chief Executive.
- Be the lead contact, on behalf of the Chief Executive, for sector bodies, including the ACEVO, NCVO, Civil Society – as well as organisations the Chief Executive works closely with (Bank of England, Food Farming & Countryside Commission, Local & Central Government), coordinating attendance to events; overnight stays etc.

Executive Support to the Board of Trustees

- Own and organize schedule of meetings of the Board of Trustees, and that of its sub-committees
- Oversee the timely, accurate and efficient production and distribution of Board papers; production of Board Meeting minutes; monitoring actions and outcomes

General

- The successful candidate must be in sympathy with the Christian values, purposes and aims of First Love Foundation.
- Promote the values of First Love Foundation, participate as a full member of the team and where appropriate support initiatives and activities across the whole organisation e.g., fundraising events
- Undertake any duties as required by CEO

Person specification

Essential skills

Experience:

- At least three years' experience working at Board level, to be able to provide no less than an excellent 'executive level' service to the Chief Executive and Executive Team
- Demonstrated Project Management skills required to be able to own and manage the Chief Executive's diverse portfolio of projects, and coordinate external meetings and events
- Able to own and manage all executive level meetings (1-2-1s, external, internal, SMT, Board and Sub-Committee) end to end.
- Able to effectively manage the busy and demanding Office of the Chief Executive, both virtual and physical, ensuring it runs smoothly
- Excellent all round communication skills (verbal/written) to be able to produce briefing notes, presentations, draft letters, reports, board level papers and minutes – and act as first point of contact of the Chief Executive
- Able to quickly analyse/assimilate information on behalf of, and for Chief Executive
- Must have working knowledge of Governance, Compliance, Fundraising Regulation, Safeguarding and GDPR
- A working knowledge of the Third Sector is required to be able to fully understand the Chief Executive's leadership responsibilities

Skills:

- Must have first class, professional, well-developed excellent verbal and written communication skills, skilled in writing for a variety of audiences and purposes including taking minutes at meetings, able to produce documents and letters to a high professional standard.
- Solutions-oriented approach to work; utilises creative and lateral thinking skills.
- To be able to analyse data, produce reports, presentations, briefing notes – and present the information in a clear way.
- Strong customer-orientated ethos, awareness of own customers, striving to ensure their needs are always met
- Competent skills in IT (Microsoft Office package), able to carry out key tasks related to role.

Person specification

Personal qualities

- Energetic and proactive with proven organisational and problem-solving skills
- High levels of accuracy and attention to detail
- Collaborative and inclusive working style and attitude
- Resilient with an aptitude for, and enjoyment of, a dynamic, high workload
- Personable and able to manage a broad, diverse range of stakeholders and build credible relationships quickly
- Confident in interacting with colleagues, offering advice, guidance
- Pragmatic and solution focused
- Discretion in dealing with highly confidential and sensitive information

6. What we offer

This a full-time role, but 4 days per week would also be considered.

It is being offered as a Permanent Contract for which the Annual Salary is between £32,000 - £36,000 pro rata, depending on experience. We also offer:

- 28 days holiday per year, plus public holidays
- Employee Assistance Programme
- Generous Pension Scheme
- Hybrid Working
- Employee Discount Scheme
- High quality offices, amazing views with excellent on-campus facilities, including Gym, Coffee Shops

7. How to apply

- Send your CV and a covering letter to recruitment@firstlovefoundation.org.uk detailing how your experience and qualities meet the requirements of this role and why you are interested in the role by 29th August 2022.
- Deadline: 29th August 2022 - if you are interested, please submit your application as early as possible, since interviews will be held on a rolling basis.

Please note: We reserve the right to close this vacancy early if we receive sufficient applications for the role.